

The Connecticut General Assembly

House Democrats



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REP. ABERCROMBIE LISTENS TO HEALTHCARE PROVIDERS CONCERNS ABOUT NEW DSS SYSTEM

State Rep. Cathy Abercrombie (D-Meriden/Berlin), co-chair of the legislature's Human Services Committee, joined colleagues and private healthcare provider organizations for a forum and presentation by the Department of Social Services (DSS) to learn more about the [Electronic Visit Verification](#), a new system for keeping track of services provided to clients, scheduled to start on November 1.

"After listening to some of our healthcare providers discussing their trepidation about the new system and the timeframe for implementing this new system, I have to agree that their concerns are legitimate," **Rep. Abercrombie** said. "I concur with the providers who came out to testify, that in order for this new program to work, caregivers and those involved in documenting services need time to understand the new system as well as proper training in utilizing this new tool."

Participation in the EVV program is mandatory for clients enrolled in the CT Home Care Program, Personal Care Assistants and Acquired Brain Injury programs.

"As a top provider of home care services to Connecticut residents on the Medicaid funded Home Care Program for Elders, Companions & Homemakers appreciated the opportunity to present our concerns regarding the electronic visit verification implementation as being mandated by the Department of Social Services. The ability to conduct live testing of the system has only recently begun, and with the implementation deadline looming in less than two weeks' time, there are many technical and operational questions that remain unanswered. Additionally, there is not enough time to train our large workforce by November 1 and not jeopardize the quality of care our clients expect. While our agency agrees that this system is beneficial, we hope this mandate will be postponed indefinitely until further dialogue can take place with provider agencies having a seat at the table, and the chosen vendor(s) of EVV tracking properly vetted and piloted," stated William Geiger, COO Companions & Homemakers, Inc.

According to the DSS website the new software program, which will be rolled out through a partnership with Hewlett Packard Enterprise and Sandata Technologies, LLC, is a telephonic and computer-based in-home scheduling, tracking and billing system. Specifically, it intends to document the precise time and type of care provided by care-givers right at the point of care and simplifies billing and scheduling systems consolidating documentation by caregivers.

Rep. Abercrombie said, “I join with the providers in asking DSS to move the implementation date of November 1, to a future date in 2017 and allow billing to continue to be done for six months in the old system. In doing so, services and payments will be less likely to get interrupted and everyone will benefit.”

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